



# Capita / MCA Consulting Excellence Declaration

May 2023





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# 1. Capita – an introduction

“Capita, Consulting & Citizen-centricity”

**Capita is a consulting, transformation and digital services business; and our consultants are at the heart of our strengths.**

- **We are driven by our purpose:** to create better outcomes – for our employees, clients and customers, suppliers and partners, investors, and society.
- **We are committed to being a responsible business** – in how we operate, serve society, respect our people and the environment, and deliver attractive returns to our investors.
- **Every day we help millions of people,** by delivering innovative solutions to transform and simplify the connections between businesses and customers, governments and citizens.
- **We are proud to be MCA members,** aiming to uphold the standards of a contemporary professional community and committed to Consulting Excellence.

“At Capita we are delighted to be promoting the value to clients, colleagues and Capita of the quality hallmark represented by ChMC - the Chartered Management Consultant Award”.

**John Tibble**  
**CMgr ChMC**  
Capita’s MCA Council  
Representative

## 2. Ethical Behaviour

“Living our purpose”

**Creating better outcomes** for all key stakeholders is Capita’s purpose and is our licence to operate. It underpins everything we do as a business; and drives the consultants across the Capita community.

**We align ourselves to the five principles of a purpose-driven business within the Blueprint for Better Business.**

These include:

- being honest and fair with clients and suppliers;
- being a good citizen;
- being a responsible and responsive employer;
- being a guardian for future generations; and
- having a purpose which delivers long-term sustainable performance.

Globally, we have introduced purpose-related remuneration metrics and objectives, to embed further our purpose-driven behaviours across the Group; these are set by the ESG Committee of the Board and approved by the Remuneration Committee prior to final Board approval.



### 3. Client Service & Value

“Creating better client outcomes”

**Operating responsibly means ensuring we keep our purpose – to create better outcomes for all stakeholders – at the core of everything we do.**

**In 2022, this included our consultants continuing to support clients and communities in recovery from the Covid pandemic; engaging and working closely with our suppliers who serve our clients; and dealing with wider societal challenges, such as the cost-of-living crisis, which reflect on our clients.**

**Moreover, we actively seek the views of our clients through an annual customer net promoter score (cNPS) survey. In the survey we ask for feedback on our current performance and advice on areas that they would like us to focus on in future. We feed this information back to our teams who then take the time to understand any root causes of issues raised and set actions which are monitored to see how well we are keeping our intent-to-serve.**

**In 2022, we received feedback from 585 individuals across 392 clients. This enabled us to achieve a 49% response rate and the results give Capita a cNPS score of +35 for 2022 which was an increase of +6 on 2021.**



## 4. Professional Development

“Expanding colleague horizons”

**Consulting excellence is based on lifetime learning.**

**Capita Academy is Capita’s performance, learning and development centre.**

We provide everyone at Capita – not just our consultants – with on-demand learning and expertise to help our employees succeed.

Employees can access thousands of digital courses, eBooks, Podcasts and virtual classrooms to support their professional and personal development needs.

**Our induction and mandatory training informs and educates** so that every employee can be effective as soon as they join Capita.

**We also offer professional development and apprenticeships** to grow and nurture emerging and experienced talent across our business.

**Capita Academy is about strengthening everyone’s performance and potential,** so that our employees can make an impact, help shape our future and expand horizons.



## 5. Diversity & Inclusion

“Valued, respected & included”

### Capita is committed to

- Creating a workforce that reflects the diversity of our communities, understanding that all the differences in peoples’ skills, education, experience, background, education, age, working style, religion or belief, sexual orientation, race, gender and other individual characteristics drive greater effectiveness in decision-making through diversity of thought. It’s also the right thing to do.
- Creating an inclusive and welcoming work environment free of harassment and bullying, where everyone can achieve their potential and all employees feel, and are, valued and respected.
- Acting in accordance with our purpose, values and behaviours and our Code of Conduct, which emphasise the inclusive behaviours expected of all our people and those working on behalf of Capita.
- Working with suppliers who share our commitments to value diversity and promote an inclusive workplace that respects and observes the individual human rights of all employees
- Applying this approach to our client relations and other stakeholder relationships to ensure that no person who we serve or support feels discriminated against.





## 6. Sustainability

### “Science-based Net Zero ambitions”

#### Fighting climate change

The Science Based Target initiative (SBTi) has verified Capita’s 2035 net zero science-based target as follows:

#### Near-term targets

Capita has committed to reduce absolute Scope 1 and 2 greenhouse gases (GHG) emissions and absolute Scope 3 GHG emissions covering business travel by 46% by 2030 from a 2019 base year. Capita has also committed to 50% of its suppliers by spend –covering purchased goods & services and capital goods – having science-based targets by 2025.

#### Long-term targets

Capita has committed to reducing absolute Scope 1 and 2 GHG emissions, and absolute Scope 3 GHG emissions (covering purchased goods & services, capital goods, business travel and employee commuting) by 90% by 2035 from a 2019 base year.

We set out our ambitious and far-reaching roadmap to take us to net zero in 2021. We are committed to these challenging targets at every level of our organisation, setting decarbonisation as our overarching objective. Our goal is for all residual emissions to be neutralised in line with SBTi criteria to reach net zero emissions.





# Capita

